



## Technology Planning Worksheet

(updated 2/20/2007)

**Technology Plans for the purpose of the E-rate program should be updated due to local changes. The plan may be written for a one-year, two-year, or three-year period.**

---

Library Name \_\_\_\_\_

Library Director \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

County \_\_\_\_\_

Telephone number (including area code) \_\_\_\_\_

Population of city and census year from \_\_\_\_\_

Population of county and census year from \_\_\_\_\_

Technology Plan covers the Fiscal years of (must include month and day):

\_\_\_\_\_  
(mm/dd/yyyy – mm/dd/yyyy)

### Technology Planning Committee for Library and/or Community

List the individuals on your planning team including community representatives. Include each person's position and organization/business affiliation.

\_\_\_\_\_

\_\_\_\_\_

---

What current technology exists in other entities within your community such as the school or city offices? For example, are there computer labs available in the community? Do the city offices have access to Internet? Do local businesses have access to the Internet?

---

---

---

---

---

---

---

## Goals and Strategy

List and describe in the immediate paragraph below the basic goals for the use of the discounted services that the library will be receiving through the Universal Service Fund (E-rate) and how these goals will be implemented.

For example if a library applies for discounts pertaining to telephone and Internet, the library must include within the goals how essential telephone services and Internet access are for the community. Why do you have the telephone? For which services is it essential to have telephone access and how does that fit within the goals of better serving the public? These goals have to address services relating to the types of technology that the library is applying for through the E-rate program.

Please also include other goals that are related to forms of technology the library hopes to maintain, improve, and/or add that are not associated with the E-rate program.

These goals should cover the use of technology, continuing education, equipment needs/improvements, maintenance plus others. Use sections **a-d** to provide more details to questions such as: Will the library be able to upgrade to a different type of Internet service? Can another phone line be added? Who will assist with these technological changes?

Separate sections of continuing education, technical support, budget assessment, and evaluation are also included in this technology planning worksheet to help better describe the details to any goals related to those areas.

---

---

---

---

---

---

---

---

---

**a.** As part of your goals that relate to technology planning, do you anticipate adding any new and/or updated technology for your library within the next three years? If the answer is no please elaborate why and then go to the section on Continuing Education.

---

---

---

If so, please note which technology.

Wiring? \_\_\_\_\_ More telephone lines? \_\_\_\_\_

Computers? \_\_\_\_\_ Printers? \_\_\_\_\_

Internet? \_\_\_\_\_ Router? \_\_\_\_\_

Server? \_\_\_\_\_ Hub? \_\_\_\_\_

Other? \_\_\_\_\_

**b.** If you are adding any new type or form of technology ( e.g. telephone lines, upgrade in Internet service, computers (hardware and software) please be more specific on the details. These details should provide the library with enough information to investigate the type of equipment needed to purchase. Explain why the library is adding this technology and how it would benefit the community as a whole?

---

---

---

---

---

---

**c.** For each type of technology, explain who would be responsible for installation? Please include the individual's position and their organization/business affiliation.

---

---

---

---

---

**d.** For each type of new and/or improved technology, explain who would be responsible for maintenance and/or technical support of the hardware, software or access? Please include the individual's organization/business affiliation.

---

---

---

---

---

### **Continuing Education Opportunities**

What kinds of continuing education opportunities/workshops are available to you locally and/or the region to assist the staff with continued improvement of current library service through the use of technology that the library is applying for through E-rate and also

connected with the library's other technology-related goals)? Please name examples of specific classes or workshops that would be available to attend.

Where would staff and/or volunteers go to receive this continuing education? What other types of resources would be helpful (i.e. print)? Would staff and/or volunteers attend training through the regional library system, or Nebraska Library Commission or local community college?

---

---

---

---

---

---

---

**1.** What kinds of additional continuing education would be needed to make any new and/or improved technology most beneficial to your community? What specific types of workshops and/or classes would staff and/or volunteers need to attend? Where are these workshops and/or classes available?

---

---

---

---

---

**2.** Who would be responsible for training local library staff and library customers in the use of the new and/or improved technology? How would the training be offered? What training would be offered? If you don't anticipate adding any new technology you can go to the Budget section.

---

---

---

---

---

---

## Budget

The library must include a sufficient budget to acquire and pay for the non-discounted services of your applied E-rate services. Describe how the library is paying for all the technology needs including the library's non-discounted portion of the e-rate discounts that the library has and or will apply for in the future.

Is there a line item in the budget designated for the remaining non-discounted costs? For example, if the library receives a 60% discount on telephone and Internet, how does the library pay for the remaining 40% of the cost? If so, what is it?

This section should also address how the library budgets for other technology-related costs included in the goals and continued on-going costs that might not be directly related to the E-rate program.

**It would be very helpful to include a copy of the library's budget to show the local financial commitment in this area of technology. (If your technology plan is for more than one year, be sure to keep a printed copy of these budget figures with each year's E-rate information.)**

---

---

---

---

---

---



## Technical Support/Maintenance

Who in your community and/or surrounding region has the technology expertise to connect current hardware, load software and troubleshoot when problems occur? Who is responsible for helping the library when the Internet is down? Please be specific with name of individual, their position, and affiliation.

---

---

---

---

---

---

## Evaluation

What kind of process does the library use to evaluate this technology plan which includes monitoring the progress toward the specific goals and strategies to help support your discount services through the E-rate program?

How does the library also monitor the progress toward the specific technology-related goals and strategies that are not directly connected to the E-rate program?

Each goal noted in the first part of the technology plan that is connected with E-rate services plus other services in the library should be addressed in terms of evaluation. How is each goal (area) going to be evaluated for progress? Describe the methods of evaluation for each goal.

What information will the library use to assist with this evaluation? For example, does the library provide surveys to customers about specific technological services? Does the technology planning committee meet on a regular basis?

How often does the library re-evaluate the technology plan? How is the overall plan reviewed? This process should also note how the library addresses any corrections and/or adjustments to the original goals of service. Note any action by the Board of Trustees or Technology Committee.

**Please note: The plan should be reviewed at least once a year even if you have written a multiple-year technology plan. You need not submit the annual review to**



**the Commission, but we strongly suggest you keep your annual review with each year's appropriate E-rate file.**

---

---

---

---

---

---

---

---

---

---

### **Technology Assessment/Inventory**

Number of telephone lines in the library\_\_\_\_\_

Monthly cost of telephone service\_\_\_\_\_

Name of telephone service provider\_\_\_\_\_

Fax Number \_\_\_\_\_ Does the phone/fax/Internet share the same line \_\_\_\_\_

Do you have Internet in your library (circle one)?    yes    no

Who is your Internet provider \_\_\_\_\_

How does the library access the Internet (through dial-up, DSL, or through another type of technology)? Please note the type of access. Also include the speed (i.e. 56k) of access.

---

What is the cost of Internet service per month

---

Other wiring presently in the library for purposes of Internet (circle one if it applies to the library):    56K line    T-1 line    ISDN    DSL    Cable

Provide details of all the equipment that is technology-related at your library. These details should include the make/model and other specifications.

You should have enough details written down so that this list could assist you with not only assessing the type of technology that is currently available at the library but for any insurance-related needs.

**Locally, how will the library use this inventory assessment for purposes of technology planning pertaining to E-rate services and overall? How will it be used to assess your other technology needs for the library?**

[illegible]

Library Director Signature \_\_\_\_\_

Date \_\_\_\_\_ (mm/dd/yyyy)

Prepared by the Nebraska Library Commission/Library Development in compliance with the FCC Universal Service Task Force recommendations May, 1997, updated November 2004, and Feb. 2007.